

HMO External Independent Review Summary 2005

Disposition of
External Reviews

Company Name	HCP Enrollment	Total Complaints	Total DOI Complaints	Complaints with External Review	A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted
AETNA HEALTH OF ILLINOIS	61,407	608	36	9	3	0	0	6
CIGNA HEALTHCARE OF ILLINOIS INC	4,132	123	3	0	0	0	0	0
CIGNA HEALTHCARE OF ST LOUIS INC	590	15	0	0	0	0	0	0
GREAT-WEST HEALTHCARE OF ILLINOIS	6,457	215	7	1	0	0	0	1
GROUP HEALTH PLAN INC	27,781	6	6	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	143,079	229	49	12	1	0	2	9
HEALTH CARE SERVICE CORP MUT LEG	718,211	2,017	246	0	0	0	0	0
HEALTH LINK HMO INC	0	3	0	0	0	0	0	0
HMO MISSOURI INC	0	0	0	0	0	0	0	0
HUMANA HEALTH PLAN INC	136,208	940	93	7	1	0	0	6
JOHN DEERE HEALTH PLAN INC	30,191	229	17	9	0	0	0	9
MEDICAL ASSOCIATES HEALTH PLAN INC	3,110	15	0	0	0	0	0	0
MERCY HEALTH PLANS OF MISSOURI INC	4,231	0	1	0	0	0	0	0
MERCYCARE INSURANCE COMPANY	0	0	0	0	0	0	0	0
NEVADACARE INC	603	23	0	0	0	0	0	0
OSF HEALTH PLANS INC	66,959	485	23	2	1	0	0	1
PERSONALCARE INSURANCE OF ILLINOI	56,580	466	73	12	4	0	0	8
ROCKFORD HEALTH PLANS INC	0	0	2	0	0	0	0	0
UNICARE HEALTH PLANS	128,358	393	67	15	5	0	0	10
UNION HEALTH SERVICE INC	35,625	21	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	36,879	508	28	0	0	0	0	0
UNITED HEALTHCARE OF THE MIDWEST I	8,947	370	2	4	0	0	0	4
WELLMARK HEALTH PLAN OF IOWA INC	0	0	0	0	0	0	0	0
TOTALS	1,469,348	6,666	653	71	15	0	2	54

As of: December 31, 2005

Source: Illinois Department of Financial and Professional Regulation - Division of Insurance

Published: December 19, 2006